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KERALA STATE ELECTRICITY BOARD Ltd
(Incorporated under the Companies Act, 1956)
Registered Office: Vydyuthi Bhavanam, Pattom, Thiruvananthapuram – 695 004
CIN: U40100KL2011SGC027424
Web: www.kseb.in
Phone :04712447404
Email :cerees@kseb.in

ABSTRACT

Implementationof KE-Mapp, the white labeled end to end software solution for EV Charging Stations- Taking over of the customer support by CCC- Sanctioned - Orders issued.

CORPORATE OFFICE(GE,REES,SOURA,NILAAVU,SPORTS &WELFARE)

Office Order (CMD) No.249 / 2024/D(GE,R,S.N.S&W)/   Dated:13-02-2024
CMS/ 2023-24 Thiruvananthapuram.

Read: 1)B.O (FTD) No. 804/2022 [CE(REES)/CMS/2022-23], Tvm, dated 01 .10.2022.

2)MoM between REES &IT held on 6.12.2023 regarding the taking over of KEMapp.

3)Minutes of Meeting conducted by the Deputy Chief Engineer(IT) on 04.01.2024

4) No.CE(REES)/Innov/CMS/2023-24 Date: 09-01-2024 submitted to the Chairman and

Managing Director through the Director (REES, SOURA, Sports & Welfare)

ORDER

Pilot phase of KEMapp, the comprehensive software solution and mobile application developed by KSEBL for EV charging implementation has been completed and the mobile application is now available in Play store as well as App store for public use. As per the paper read as 3rd above, **knowledge transfer of the software and customer support are to be handled by KSEBL to take over the application.**

The KEMapp application is available in all KSEBL stations, but the parallel application as provided by the supplier is also functional at present for user convenience. Further, in 11 Fast Charging Stations, KEMapp alone was deployed in order to identify the hurdles faced by the users while operating KEMapp on a regular basis. According to the detailed review conducted, issue to be addressed on top priority basis is equipping the customer support of KSEBL with adequate training and manpower. The volume of calls expected daily is 300 to 400 nos.

Moreover, since the EV charging process involves payment gateway tansactions from public, timely redressal of complaints is of utmost priority. Presently, the developer is supporting KSEBL customer care unit in attending the KEMapp customer calls, however it is highly essential that the KSEBL handles customer care independently and also the required knowledge transfer need to be done without further delay.

As per the minutes of the meeting read as 3rd, the KSEBL customer care manager has informed that a 2-member team in shift for 24x7 shall be required for managing the KEMapp client support. The required personnel may be hired from the Centre for Management Development (CMD) Kerala. Since maintenance support will be available from the developer for a period of one year, KSEBL needs to acquire knowledge regarding the software as well as manage customer support on its own during this period at the earliest. In order to operate the customer service, the existing IVR facility cannot be used and hence the IT wing has shared a proposal with a provision to serve 10 calls at a time through BSNL for Rs. 14000/- per month. The payment gateway integrated with Ke-Mapp "Worldline" is having a very poor success rate, hence an additional successful gateway such as Bill-Desk or Phone-pe shall be integrated immediately.

Considering the urgency, Vide note read as 4th the above proposals were brought to the attention of the Chairman and Managing Director, KSEBL recommending Chief Engineer (IT, CR & CAPs) be entrusted with the hiring of customer service personnel and acquiring the above mentioned service plan for Customer service and arrangements for knowledge transfer .

Having considered the matter in detail, sanction is hereby accorded
 1. For acquiring a BSNL plan for Rs. 14000/month with provisions to serve 10 calls at a time for the KE-Mapp Customer Service
 2. To hire additional 8 persons at KSEBL customer care center through the Center for Management Development, Kerala towards 24 x 7 customer service of the KEMapp application
3. To integrate an additional successful payment gateway such as Bill-Desk and Phone-Pe etc, immediately.
4. To entrust the Chief Engineer (IT, CR & CAPs) for hiring service personnel and BSNL plan for Customer service
5. To entrust the Chief Engineer (IT, CR, & CAPS) with knowledge transfer of KEMapp software from the developer and integrate the successful additional payment gateways such as Bill-Desk and Phone-pe

Orders are issued accordingly.

By Order of the
Chairman & Managing Director

SABITHA S
SECRETARY

To:
1. The Chief Engineer (REES&SOURA) & Chief Safety Commissioner
2. The Chief Engineer(IT,CR&CAPs)

Copy to: TA to Chairman & Managing Director/ PA to Director (Finance)/ TA to Director(Transmission, System Operation, Planning & Safety)/ TA to Director (Generation-Electrical,REES, Soura, Nilaavu, S & W)/ TA to Director (Generation -Civil)/ TA to Director (Distribution, IT & SCM)/ FIA/ CIA, KSEBL/ Secretary (Admn.)/ Senior CA to Secretary/ Fair copy Section.

Forwarded / By Order
Approved for Issue